

## **Emergency Prior Authorization (PA) Number**

The Alabama Medicaid Agency has in place a pharmacy emergency prior authorization (PA) number to allow pharmacy providers the ability to dispense up to a 72 hour supply of medication in the event the Pharmacy Administrative Services contractor, Health Information Designs (HID), is unable to process a PA.

Routinely, HID will respond to requests for prior authorization within two (2) to eight (8) hours but in no case more than twenty-four (24) hours after receipt of the request. In cases of emergency, however, provisions are made for dispensing up to a seventy-two (72) hour supply of a covered outpatient prescription drug through the use of the emergency PA number. The emergency PA number can be found in section 27.3 of the Provider Billing Manual.

The emergency PA number is to be used only in cases of emergency or extenuating circumstances when the after-hours\* PA assistance is unavailable. Emergencies are deemed as issues in obtaining a PA due to inclement weather or natural disasters. Extenuating circumstances are deemed to be those instances in which a patient not receiving the requested medication could potentially result in harm to self and/or others. A PA denial does not constitute an emergency. Utilization of this emergency PA code will be strictly monitored and recoupments will be initiated when the code is found to be used inappropriately. Providers should continue to verify recipient eligibility through the AVRS (1-800-727-7848) or Web Portal system.

For more information or to contact HID:  
Health Information Designs, Inc.  
391 Industry Drive  
Auburn, Alabama 36832  
1 (800) 748-0130\*

\*HID has clinical staff on call 24 hours a day/7 days a week for PA assistance through an after-hours phone number that can be found on the 1-800-748-0130 voice message.